



# COMPLAINTS PROCEDURE

December 2024

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Risk Warning: Trading Forex and Contracts for Difference (CFDs) on margin carries a high level of risk and may not be suitable for everybody. The high degree of leverage can work against you as well as for you. Before deciding to trade Forex and CFDs, you should carefully consider your trading objectives, level of experience and risk appetite. The possibility exists that you could sustain a loss of some or all of your initial trading capital. You should be aware of all the risks associated with trading Forex and CFDs and seek advice from an independent adviser if you have any doubts.

If you have any reason to feel dissatisfied or need clarification with any aspect of our service you should contact EBC Financial Support directly on: [support@ebcfm.co.uk](mailto:support@ebcfm.co.uk)

If they are unable to resolve the matter to your satisfaction you may refer it as a complaint to our Compliance department.

The Compliance Department will carry out an impartial review of the complaint with a view to understanding what did or did not happen and to assess whether we have acted fairly within our rights and have met our contractual and other obligations.

Please contact us at: [compliance@ebcfm.co.uk](mailto:compliance@ebcfm.co.uk) or Compliance Department, EBC Financial Group (UK) LTD whose registered office is Level 30, Leadenhall Building, 122 Leadenhall Street, London, EC3V 4AB United Kingdom.

To enable us to investigate and resolve your case as quickly as possible, please include the following: • Your name, email address and Account (TP) number

- ◆ A clear and concise summary of the issue or complaint
- ◆ What you would like us to do in order to put matters right
- ◆ Copies of any relevant correspondence or emails
- ◆ A daytime contact telephone number

Once received, it will be dealt with in accordance with our complaints handling procedures, summarised below.

1. All complaints will be promptly acknowledged within 3 working days
2. Any complaint will be investigated and we will endeavour to send a final response or a progress report within 4 weeks
3. Where a final response is not possible within 4 weeks, we will attempt to finalise within 8 weeks. If we are unable to provide a response within this timeframe, we shall write and explain why and advise when a final response can be expected.
4. At all times, we shall treat customers fairly and with transparency in accordance with the FCA's Treating Customers Fairly ("TCF") protocol.
5. Should more than 8 weeks pass without a final response, or the customer is dissatisfied with the final response (or at any stage through the process) the matter may be referred to the Financial Ombudsman Service (FOS).

The complaint must be referred to the FOS within 6 months of the date of the final response letter. Financial Ombudsman Service (FOS) The Financial Ombudsman Service acts as an impartial adjudicator in the resolution of disputes and complaints with financial services firms in the UK. The service is completely free of charge.

Contact details for the FOS are as follows: The Financial Ombudsman Service, Exchange Tower, London E14 9SR. Telephone: 0800 0 234 567 To access a copy of the FOS explanatory leaflet, click on the link <http://www.fos.org.uk/publications/consumer-leaflet.htm>